

BEST AVAILABLE COPY No.: 03025/100G659-US2

AMENDMENTS TO THE SPECIFICATION

Please replace the paragraph at page 2, lines 11-19 with the following:

--What is needed in the art has heretofore not been available is a system and method which enable problems with the car to be diagnosed through a distributed ~~distributor~~ computer network such as the Internet. What is further needed in the art is a system which enables a person with a malfunctioning automobile or other motorized vehicle to schedule an appointment with a local service center in that person's geographic area. Other benefits in the art result from providing secure access to car keys to loaner cars to permit customers to drop off their own vehicles for service and have access to a loaner car in which to drive away and later return once their respective vehicles have been serviced. The art would further benefit by systems methods which combine these functionalities. The present invention satisfies these and other needs.--

Please replace the paragraph at page 14, lines 9-16 with the following:

--At step 312, the host server commences a process for pre-approving the loaner car request. This process includes a variety of conventional steps that are ordinarily taken prior to giving a person a loaner car. Those steps include, among others, obtaining a security deposit from the customer (e.g., a credit card imprint or card data such as card number, expiration date, name on card and billing address), driver's license information of the customer, and insurance data showing that the customer has a current vehicle insurance policy. Additional information may be required of the customer prior to pre-approving the loaner; however, all of the information that is gathered is gathered through the distributed ~~redistributed~~ computer network.--

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Amdt. Dated March 18, 2005

Reply to Office Action of Jan. 26, 2005